

# Consumer Sentinel Complaint Statistics and Trends for Iowa

January 1 - December 31, 2001

Total Number of Fraud and Identity Theft Complaints from Iowa Consumers = **1154**



**Fraud Complaints from Iowa Consumers = 830**

## Top Fraud Complaint Categories for Iowa Consumers

Rank	Top Categories	Complaints	Percentage*
1	Internet Auctions	175	21%
2	Advance-Fee Loans and Credit Protection/Repair	88	11%
3	Internet Services and Computer Complaints	82	10%
4	Shop-at-Home/Catalog Sales	81	10%
5	Magazines and Buyers Clubs	67	8%

## Top Fraud Complaint Categories Against Iowa Companies

Rank	Top Categories	Complaints	Percentage*
1	Magazines and Buyers Clubs	424	53%
2	Internet Auctions	104	13%
3	Internet Services and Computer Complaints	62	8%
4	Shop-at-Home/Catalog Sales	43	5%
5	Telephone: Pay-Per-Call/Info Services	32	4%

## Amount Paid Reported by Iowa Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid Reported**
830	\$708,779	699	84%	\$1,014

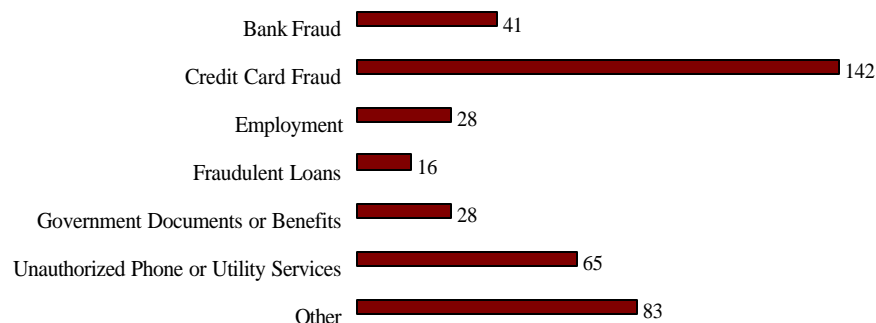
\*Percentage is based upon the total number of fraud complaints from Iowa consumers and the total number of fraud complaints against Iowa companies, respectively.

\*\*Average amount paid is based upon the total number of fraud complaints where amount paid was reported by Iowa consumers.



**Identity Theft Victims in Iowa = 324**

## Complaints by Identity Theft Type<sup>1</sup>



<sup>1</sup> Note: Many identity theft victims experience more than one type of identity theft. These figures represent the number of identity theft complaints by type, NOT the number of identity theft victims.

## Top Identity Theft Victim Locations

Victim City	No. of Complaints
Des Moines	39
Council Bluffs	16
Davenport	16
Cedar Rapids	13
Iowa City	13